Analyst Guide for "Request Support" -- Incident/Service Request

Login

https://itsupport.vermont.gov/

Windows Integrated Login will pass your existing Windows credentials and log you in automatically.

Information – Questions/Report Issues

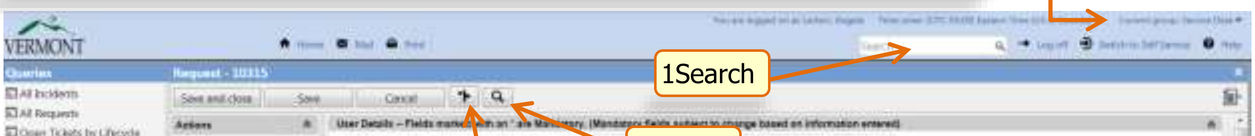
DII Service Desk:

- Submit a "Request Support" ticket within LANDesk. If you cannot do so, then do the following:
    - Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1

Training Documents: http://dii.vermont.gov/DII_Divisions/Customer/Customer_Support/Landesk/training

LANDesk Web Desk Toolbar

For those that are members of more than one group, click on the down arrow to switch groups.



1Search

2Search

Click to view workflow process diagram.

Click while in a request to launch a new email; the subject will reference the request number and a link to the request will be in the body.

Click to open the print dialog box and print current request.

Click to log off.

Click to switch between Web Desk and Self Service.

Click to launch the help system.

1-Use the search function to search anywhere in LANDesk – you can search for ticket #s directly here

2-Use the search function in a ticket – you can highlight a field, and then click on the to search and it will populate with all info matching highlighted field

Dashboard Information

Ticket Statuses

Open – the ticket is waiting for an analyst to be assigned.
In Progress – an analyst is assigned and working on the issue.
Out With Customer – the analyst has asked for more information; the ticket is waiting for a response or action from the requestor.
With 3rd Party – the analyst needs to work with a vendor/3rd party (perhaps order something). Stops the SLA Clock
Resolved – the work in the ticket has been completed but stays in the resolved status for 5 business days before actually closing (LANDesk will automatically close after 5 business days). This allows the ability to "Unresolve" the ticket if the resolution is not accurate, and puts ticket back into the status of "In Progress" needs to be worked on again.
Survey Completion – This status may appear on Incidents (surveys created in a 1 in 10 ratio). Clock is stopped, but awaiting **END USER** to complete a survey.
Closed - The ticket is closed and cannot be re-opened.

NOTE: LANDesk Dashboard is set to refresh every 3 minutes.

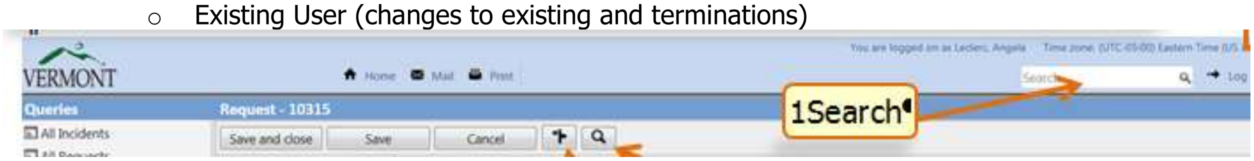
Search Functionality

Using the top Search bar to search for the following:

- Ticket number
- Key word

When using the search bar at the top of the toolbar (see below), it will search within the following fields in all tickets for the key word you entered:

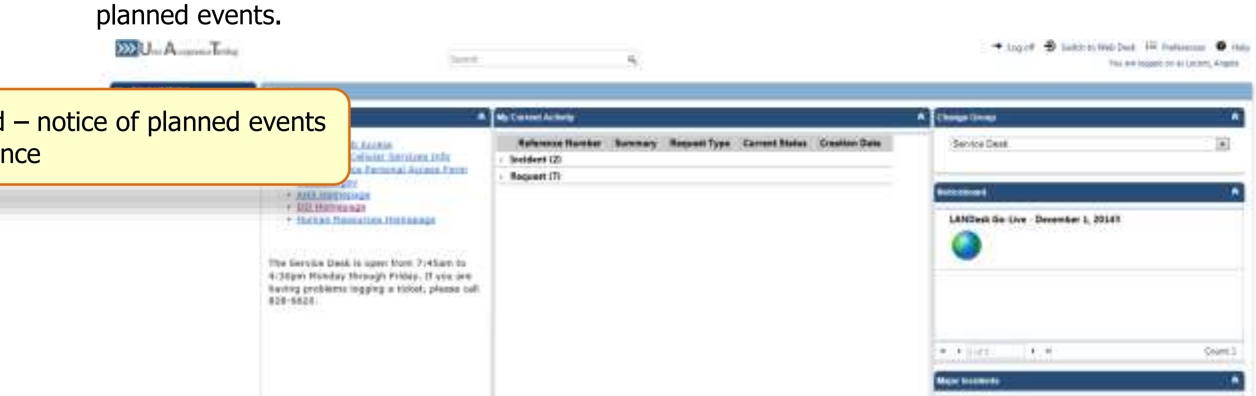
- In Incident/Service Requests
  - Summary
  - Details
- In User Account Requests
  - Summary
  - Details
  - Last name (new hires)
  - Existing User (changes to existing and terminations)



See the Queries Section below for additional queries created to assist in searching for information within LANDesk.

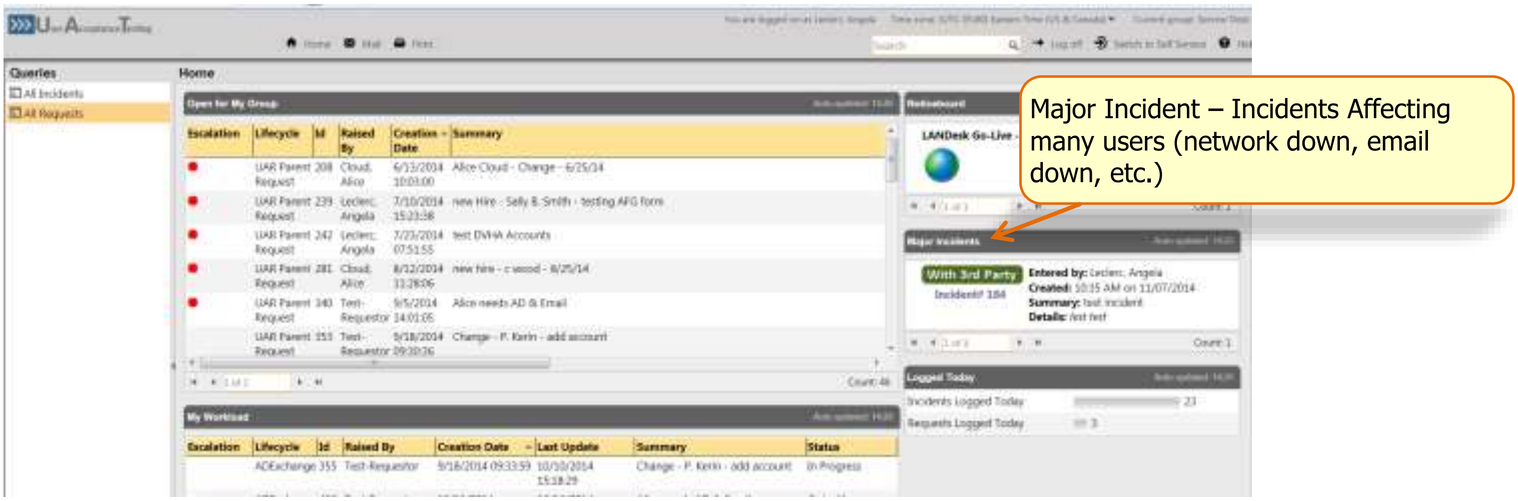
Noticeboard

The Service Desk has permission to add Notices to the Notice Board.
Noticeboard is on the right-side of the Self Service Dashboard. The Noticeboard will include upcoming maintenance and planned events.



Major Incident

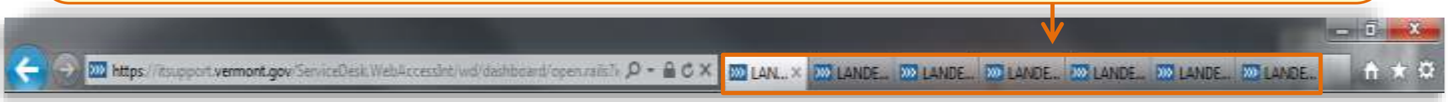
A Major Incident is defined as: a highest-impact, highest-urgency incident. It affects a large number of users, depriving the business of one or more crucial services. The services may include, but are not limited to: network connection, email, sharepoint, web portals, etc. For detailed instructions on how to use Major Incident, see section below.



Unlock a Ticket

This message indicates that another analyst or user has this request locked. That analyst/user will need to cancel out of the request so you will be able to update the ticket.

Depending on your browser settings, make sure to check if you have multiple windows open, one of them may be the "locked" request.



When a ticket is open, this locks the request from other analysts being able to add information to the ticket. Please make sure that you "save & close" or "cancel" out of a ticket when you no longer need to be working in it. Do not just "X" out of the ticket as that does not unlock it. If you mistakenly forget that you have ticket open, after 20 minutes, the ticket will automatically unlock.

Tickets -- New Incident(Request Support)/Service Request(Request Service)

All requests are submitted as incidents for the DII Service Desk to triage. Based on a review of the ticket by the Service Desk, a determination is made to either triage the ticket as the incident ticket as received to the appropriate technical group **OR** create a service request from the incident ticket. This service request creation gives the ticket a new number and resolves the incident ticket as "Request created from Incident". Upon triage completion of the ticket to the technical group, the analysts in that group will receive an email stating that an incident/request is awaiting assignment. The email will contain ticket number, the type of request, the user name, phone number and details.

Tickets = Incidents and Service Requests.

Incident = **(FIX IT)** user reports when something doesn't work or is broken. This is done by selecting Request Support

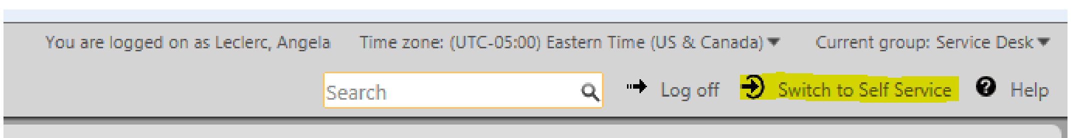
Service Request (Request) = **(GET IT)** user reports their technology needs or a request service (User Account Requests are considered Service Requests) This is done by selecting Request Service

NOTE: Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the ticket. Any changes made to the subject line may result in a lost email response.

Submit New Request Support (Incident)

Self-Service Console (Self Service)

From Analyst Web Desk, click on Switch to Self Service to switch to the Self Service Dashboard.

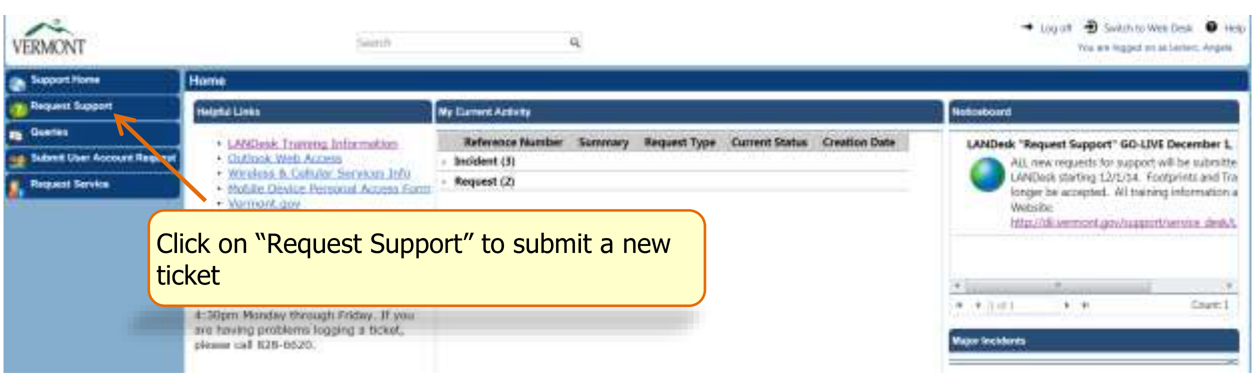


**<u>If you are on IE, and do not see this option, you need to edit your Compatibility View Settings</u>

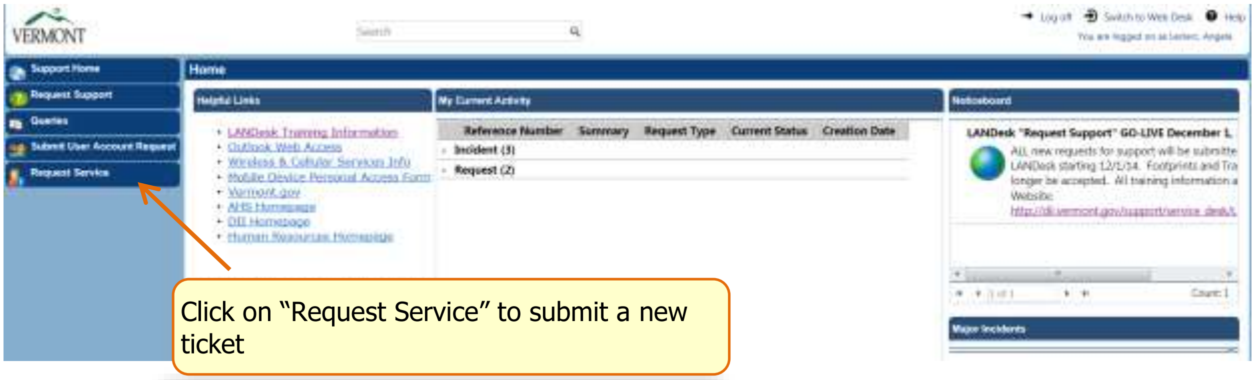
Tools → Compatibility View Settings → Uncheck Display intranet sites in Compatibility View

NOTE: When working with both Webdesk and Self service windows in LANDesk, it's better to switch back and forth rather than having two separate tabs for each module.

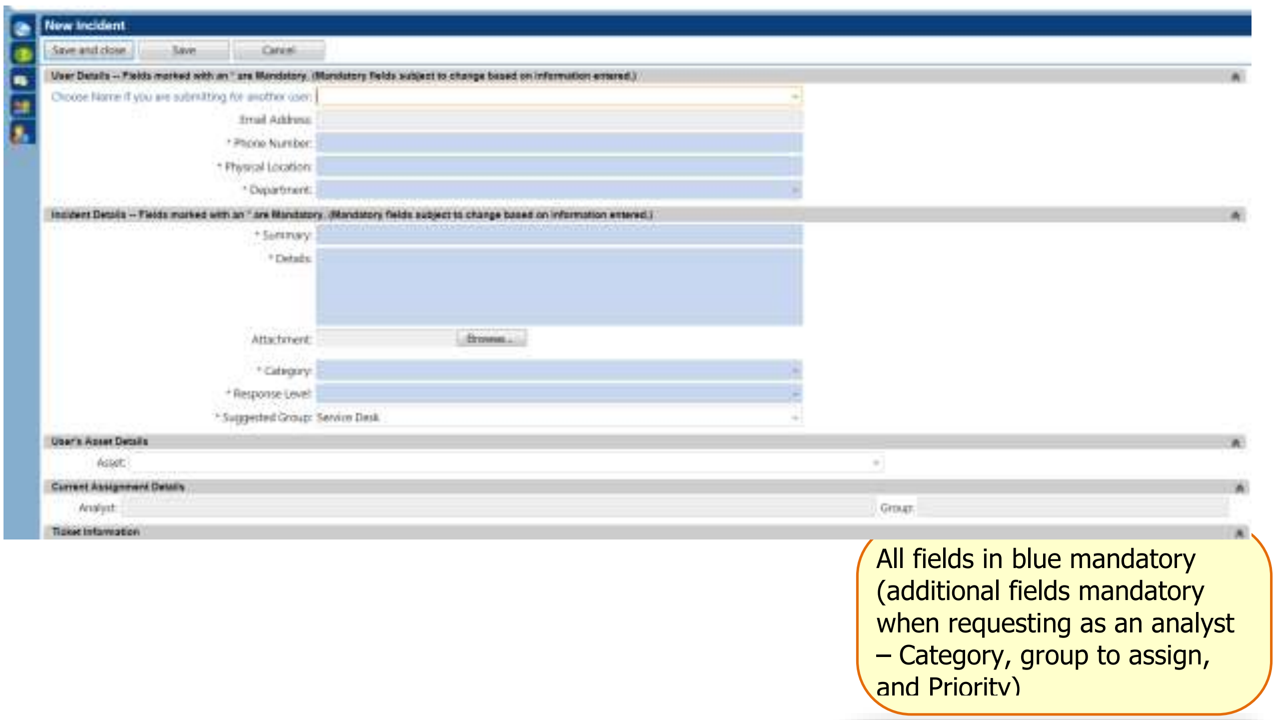
Click on "Request Support" from the Self-Service Dashboard to submit new **<u>break/fix</u>** ticket (incident – FIX IT)



If your request is for service, then you can click on the "Request Service" button. (GET IT - this is for purchasing requests, installations, new firewall configs, etc.)

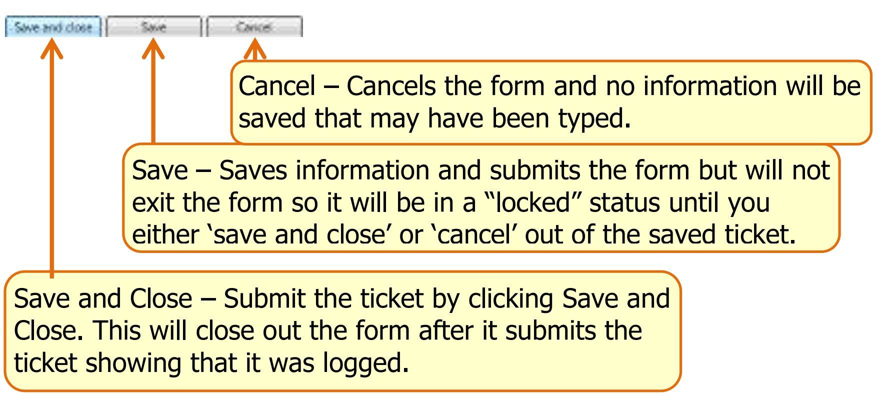


The screen below will open. Because you are submitting as an analyst, there are a few more mandatory fields that will need to be filled out before you can submit the ticket.



When to choose "Save and close", "Save", or "Cancel" When Submitting a Ticket:

When finished with the form, you will have the following options.



Analyst Console (Web Desk)

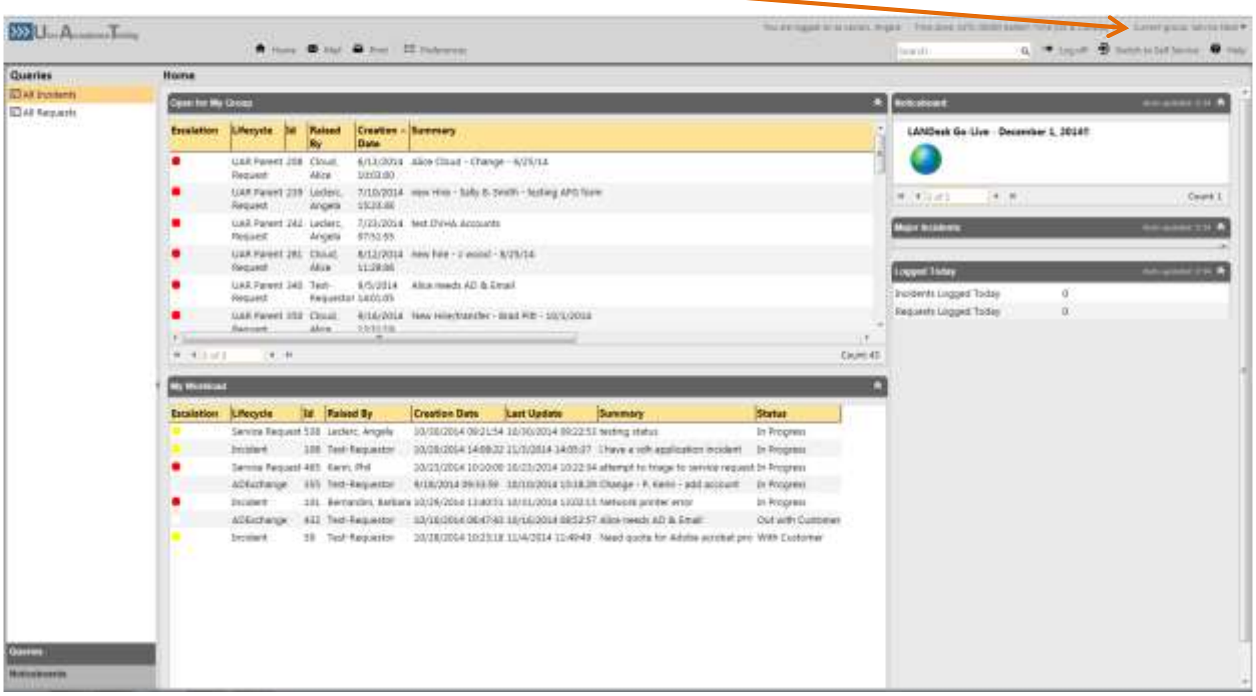
When you are done, click on Switch to Web Desk to go back to analyst dashboard.

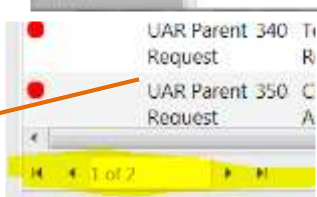
Open/Unassigned tickets for your group

Click on the **Home** button to view your Main Dashboard. The top query is all incidents and service requests (including UAR requests) open for your group that are unassigned. You can click on the ticket number and assign the ticket to yourself.

The bottom section entitled "My Workload" is everything that is assigned to you. Both of these queries will exclude resolved, closed, and survey completion tickets. Those are available to be viewed on the Queries (see Queries below).

****NOTE:** Remember, if you belong to more than one group, you have to check which group you are viewing. Click on the current group dropdown to change your group.



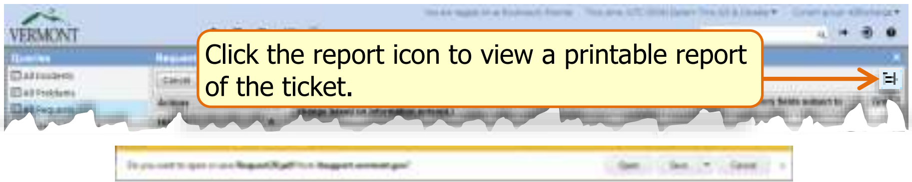


Please note the pages – you may have to scroll through pages, or click on columns to sort different.

On the "Main Dashboard", everything in "Open for My Group" is unassigned. Only tickets for your current group will show.

View Ticket Report

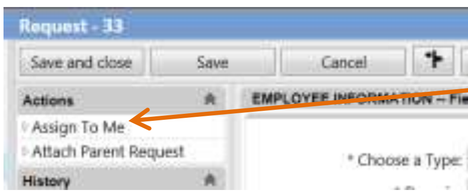
If, for whatever reason, you would like to or need to print the Incident or Service Request, this is how you get a report summary. .



Assigning Tickets

Only one analyst group or one analyst can be assigned at one time to a ticket. Below is information on how to re-assign if needed, or add Tasks and Child incidents/requests to assist you in completing your work if needed.

Assign to Me for Open Tickets



Click once on the open incident or request to open the request form and click "Assign to Me". The request will disappear from the "Open for My Group". It will now be viewed from the "My Workload" section of the Dashboard.

Reassign Tickets

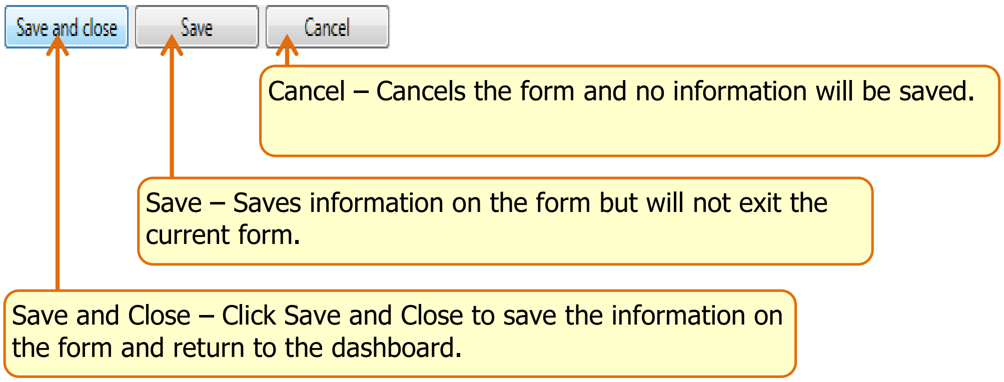
If Assign to Me exists, you will see an Add Assignment Action.

Add assignment here means no analyst is assigned. If you need to assign a different group, you would choose Add Assignment here.

If the ticket is assigned to an analyst and needs to be re-assigned to another analyst or workgroup, for whatever reason, click on "Reassign"; and assign appropriate analyst or analyst group.
*Reason for Assignment will be mandatory.

When to choose "Save and close", "Save", or "Cancel" in Action Forms

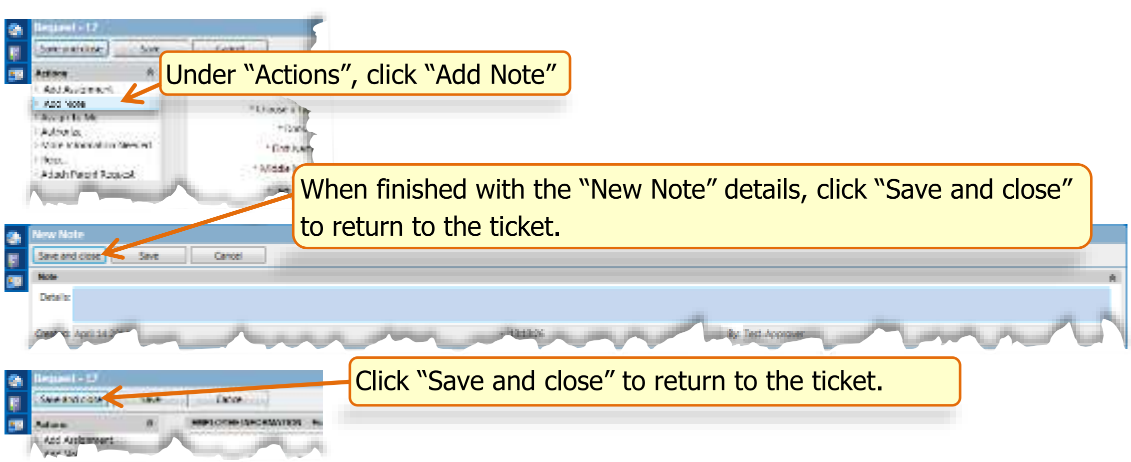
When finished with any form you will have the following options:



Interacting with Requestor in Tickets

Add Note

To interact within the request, use the "Add Note" action. This is used more for general informational purposes; it isn't necessary for the requestor to respond. When a LANDesk analyst adds a note, this will send notes to all users on the ticket (rather than selectively choosing requestor or analyst). What this means is anyone added as a cc recipient will receive all emails. This note will be added to the existing request and all user's added to the ticket will receive an email informing them that their request has been updated. Go to the dashboard and click on the request to open it. You will need to select "Assign to me" in order to add a note to a ticket. No notes get emailed unless ticket is out of Open status. The note will be added under a "Notes" tab, which will appear at the bottom of your ticket. If you are requesting more information from the user and wish for them to respond to you, it's necessary to use the "More information needed" action. See info on that below. (NOTE: Analyst can selectively choose to unselect a recipient when sending a note, however, by default it will send to all)

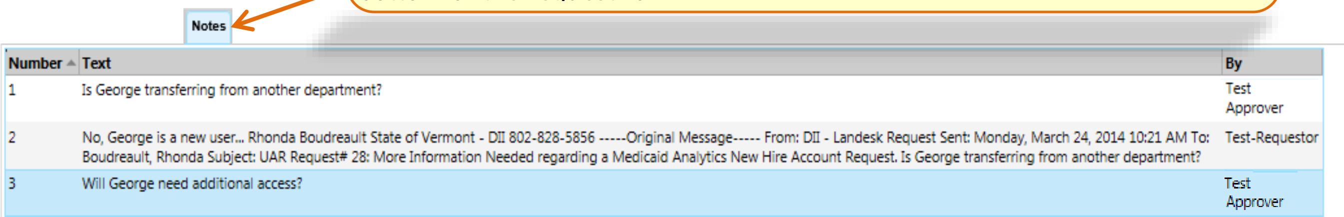


The dashboard status will not change.

NOTE: Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.

All email correspondence is stored in the "Notes" tab of the request form.

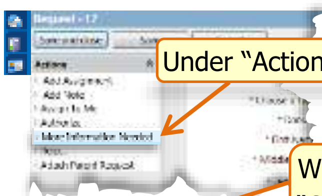
From the "Home Page", click on the ticket to see the "Notes" tab at the bottom of the request form.

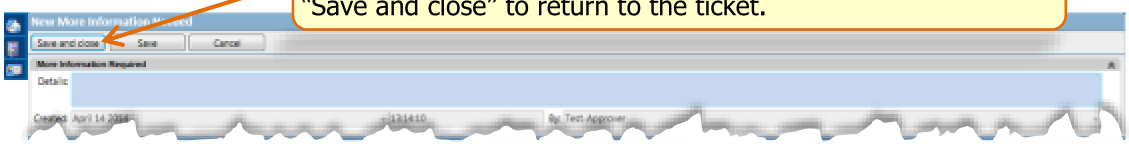

Notes

Number	Text	By
1	Is George transferring from another department?	Test Approver
2	No, George is a new user... Rhonda Boudreault State of Vermont - DII 802-828-5856 -----Original Message----- From: DII - Landesk Request Sent: Monday, March 24, 2014 10:21 AM To: Boudreault, Rhonda Subject: UAR Request# 28: More Information Needed regarding a Medicaid Analytics New Hire Account Request. Is George transferring from another department?	Test-Requestor
3	Will George need additional access?	Test Approver

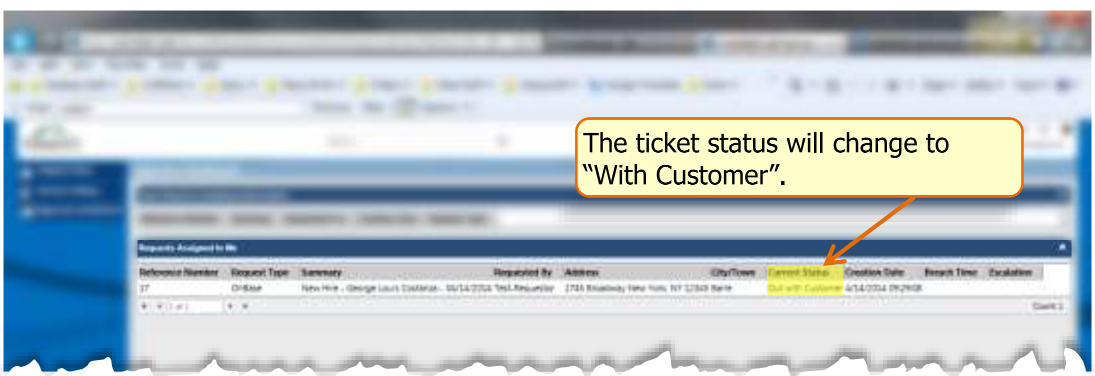
More Information Needed

Once the ticket has been submitted, the analyst may want more information from the requestor. By selecting this action, the requestor will receive an email containing the ticket number and what information the analyst is requesting. This **STOPS THE SLA CLOCK,** and changes the status to **OUT WITH CUSTOMER**. It also adds a note under the Notes tab. The requestor's reply will also appear under the Notes tab.

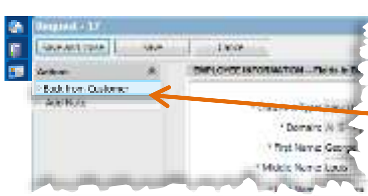

Under "Actions", click "More Information Needed"


When finished with the "More Information Needed" details, click "Save and close" to return to the ticket.


Click "Save and close" to return to the dashboard.

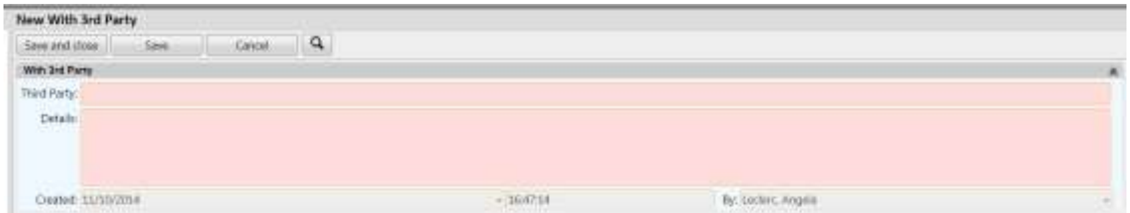

The ticket status will change to "With Customer".

Once the requestor responds, it will be added to the "Notes" tab located at the bottom of the ticket. When the requestor responds to the analyst's need for more information, the ticket status automatically changes to "In Progress" and an email is sent to the analyst. **THE ANALYST HAS OPTION TO SELECT BACK FROM CUSTOMER AT ANY TIME,** if they do not want to wait for a response from the requestor, or have waiting too long with no response.

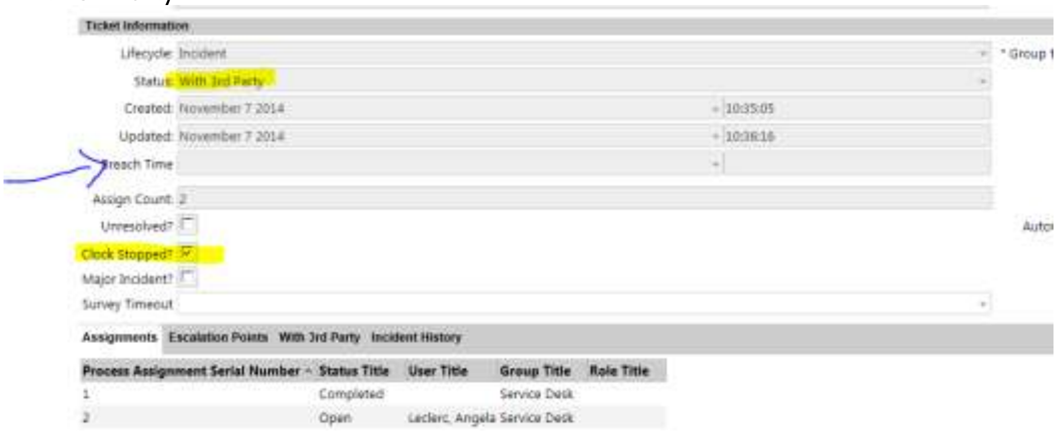

The analyst may click on "**Back from Customer**" to proceed with the ticket before the requestor responds.

Out with 3rd Party

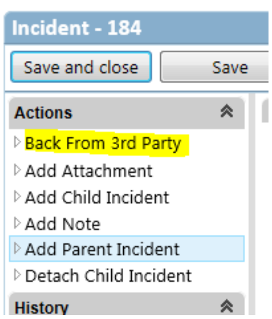
This is used by an analyst when work needs to be done by a 3rd party (non-analyst) to complete your incident or service request. (Example: order software that is requested). You can use the Out with 3rd Party action. It will stop the SLA Clock, and change the status. You must enter Third Party name, and details – mandatory.



See below – "Breach Time" field is becomes blank, Clock Stopped is checked, and status changes to "With 3rd Party"



When you hear back from 3rd party (this is most likely done externally from LANDesk), you can click on "Back from 3rd Party". A new window will pop up – enter details, and click on Save and Close.

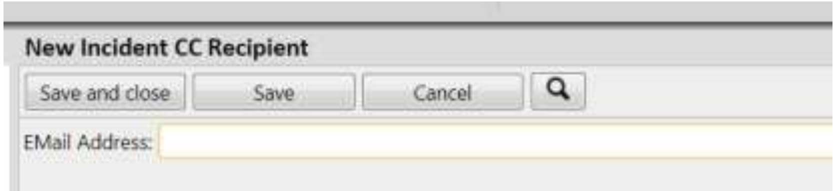


Back From 3rd Party Window

Add a CC recipient

If you need to add cc recipients to open incidents/requests, once a ticket has been assigned, you can use the **Add CC Recipient** action. The following screen will open. Type in the recipient's name, and their email address. They will receive the same notifications as the requestor.

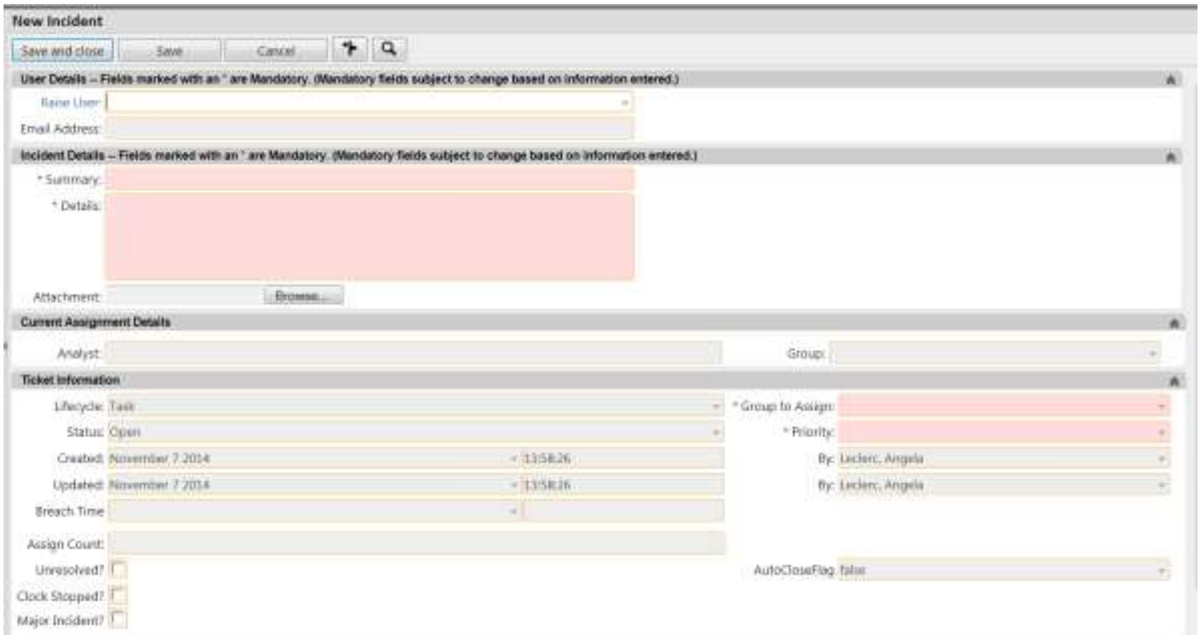
> **To add more than one recipient, you will need to click the action button for each recipient you want to add. They will be listed under the :cc Recipients section at the bottom of the ticket.



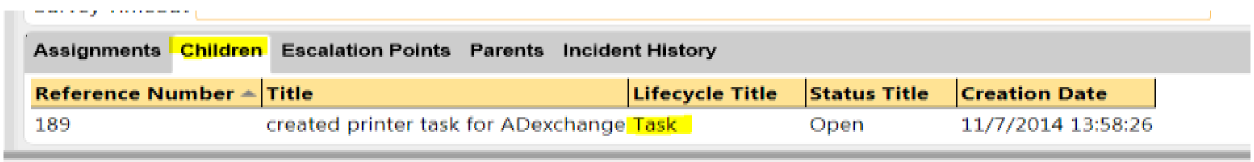
Once added, see bottom of ticket for list of cc recipients:

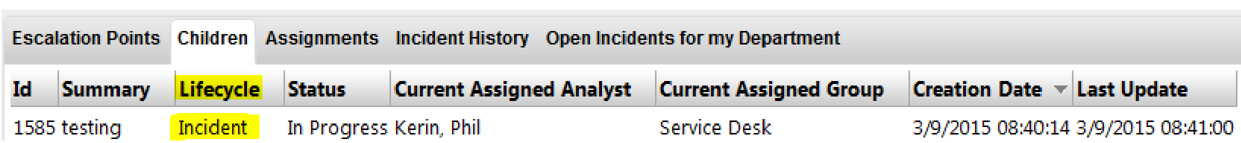
Create Task

This action is available when you may be assigned an incident or request to complete, but you need another analyst or analyst group to complete some work before you can finish yours (example is a new Printer Install assigned to Desktop. They may need ADExchange to create a new Print Queue on the print server as well as a DHCP reservation). You create a task for the group, assign them. You will be notified when they are complete. Then you can complete your ticket. ***Note***When creating a task in an Incident, the task is identified in the below tab as a "child incident" rather than a task. That child incident must be closed before the parent incident can be closed. When creating a task in a service request the task is correctly identified as a task in the below tabs, however the parent ticket does have the option to be closed before the task.



Once you save the new Task window (Save and Close), it will close and you will be back in your original incident/service request. You will now see a new "Children" tab down at the bottom, and the associated Task. Seen below are the tabs indicating a task has been created for a service request followed by a task created for an incident**NOTE**When creating a task, the analyst will need to **add themselves as the raised user**.





Add Child Incident/Add Parent Incident or Attach Child Request/Attach Parent Request

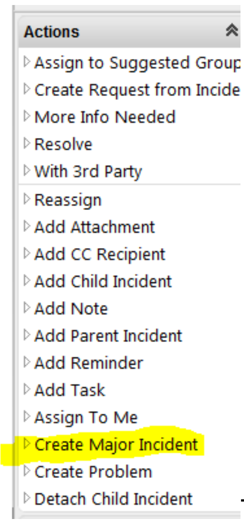
You can use the Add Parent Incident/Add Child Incident actions to associate the tickets with each other. (Only one should be the Parent, so pick one Incident to make a parent). This works similar to Major Incident, in that the Parent ticket assignment/status will drive all children. And when the Parent is closed, all children are also closed.

Detach – if you have attached two tickets by mistake, you can use the "Detach Child" task. See Detach Child Incident section below (pg. 13)

In Service Request –this functionality exists as the create task action

Major Incident

(Not to be used for Notices such as planned maintenance – see Notice Board)



This functionality is only available in Incidents – not a Service Request.

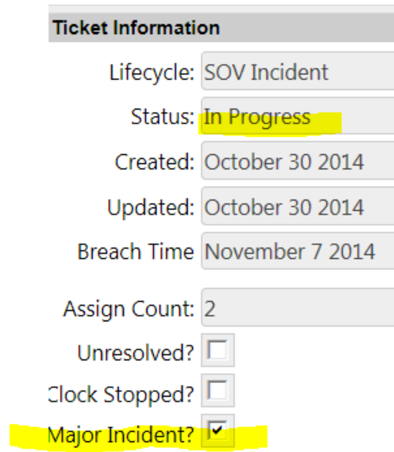
A Major Incident is similar to what we refer to as our Global ticket in Footprints -- Incidents that affect more than one user for a major event (example: email is down, or network is down). You can promote an incident to a Major Incident. You can also attach child incidents that are related or have the same issue, or add Affected Users. (This is only available in incidents -- Lifecycle = Incident). This will publish the incident to the Homepage dashboard under **Major Incidents**.

After you assign a ticket to yourself, and status is "In Progress", you will see an action called "Declare a Major Incident". If you click on that action, it will declare the incident as major (this means something is not working that is affecting many users – similar to our Global tickets in Footprints).

Declare a Major Incident

****NOTE: Only available in incidents – not Service Requests.**
Once an Incident is declared as Major, it will publish on the Home page. It will also update the status within the ticket – Major Incident is checked (see below)

Check status within ticket:



Declare a Major Incident Steps:

1) Always create a NEW incident (Request Support). Make yourself the requestor. Put in pertinent details in the summary and details fields.
2) ASSIGN the ticket to yourself – it should not remain in Open status
3) Attach all children that pertain to the ticket
4) Any child attached to a Major incident will also assume the status and assignment of the major incident. (Please make sure to "assign" the major incident once it's created.) In addition, if you add a note to the Parent (Major Incident), it will propagate to all children send an email to all child tickets. Closing the parent will close all children

5) UPDATE the ticket as needed – do not let a critical incident sit for hours with no updates. People are checking, and they do call the Service Desk for updates
   a. If you have a proposed workaround or resolution timeframe, please make sure to post it.
6) When incident is fixed, or a sufficient work around in place, you may Resolve the major incident. This should also close all children that are attached to it. (See guide below for full instructions)
   a. DO NOT downgrade the major incident to a regular incident – unless it is clearly not a major incident. Otherwise, we can't query on it at a later time.

The Major Incident display functions similar to a noticeboard item. This will allow users to view major incidents, but not lock out the analysts from providing updates to the tickets. Users can click on "I am experiencing this issue". It will automatically create and link a ticket to the Major Incident, and will enable updates to the end user as well

Downgrade a Major Incident

If you declared a Major Incident on the wrong ticket, you can "Downgrade" it back to an incident, so it will be removed from the Dashboard. Click on **"Downgrade Major Incident"**

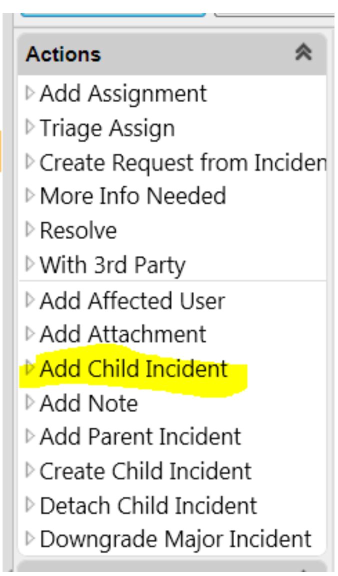
The ticket will downgrade – the Major Incident checkbox will become unchecked. However, if you attached any children, you may need to "Detach Child Incident".

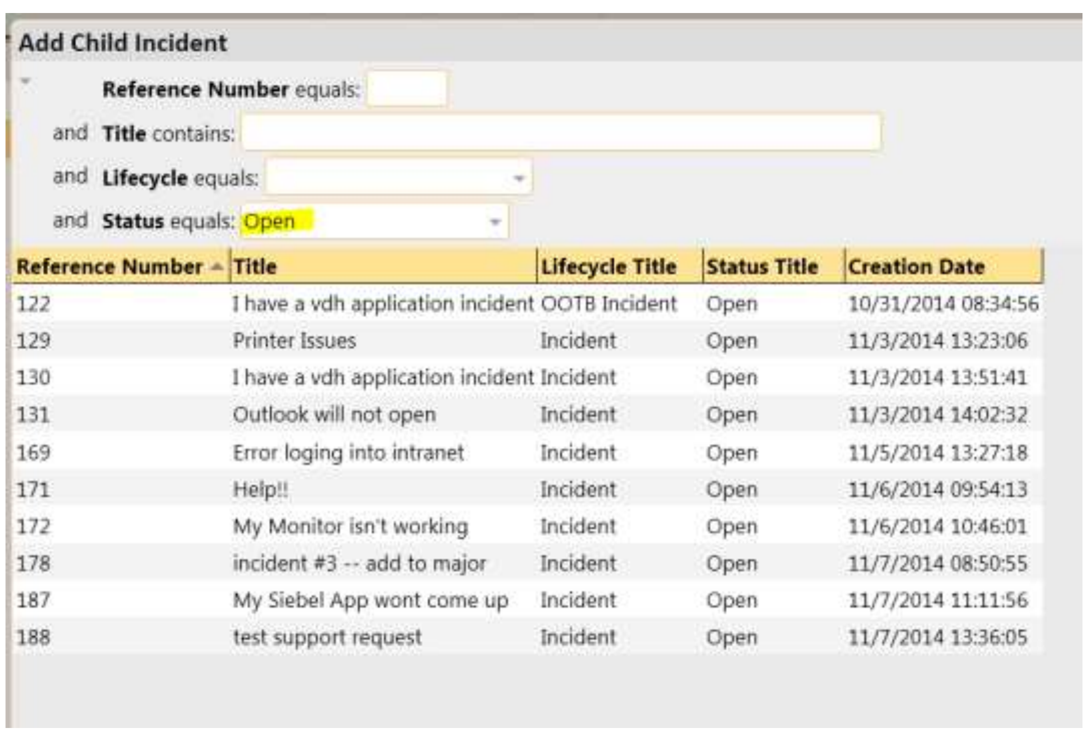
It should be noted that we do not recommend ever downgrading a major incident unless the incident was originally declared a major incident in error. A major incident should always remain and be closed as a major incident.

Add a Child Incident

There may be other tickets created by multiple users that are related to the "Major Incident". You only want one major incident (like you only have one Global in FP).

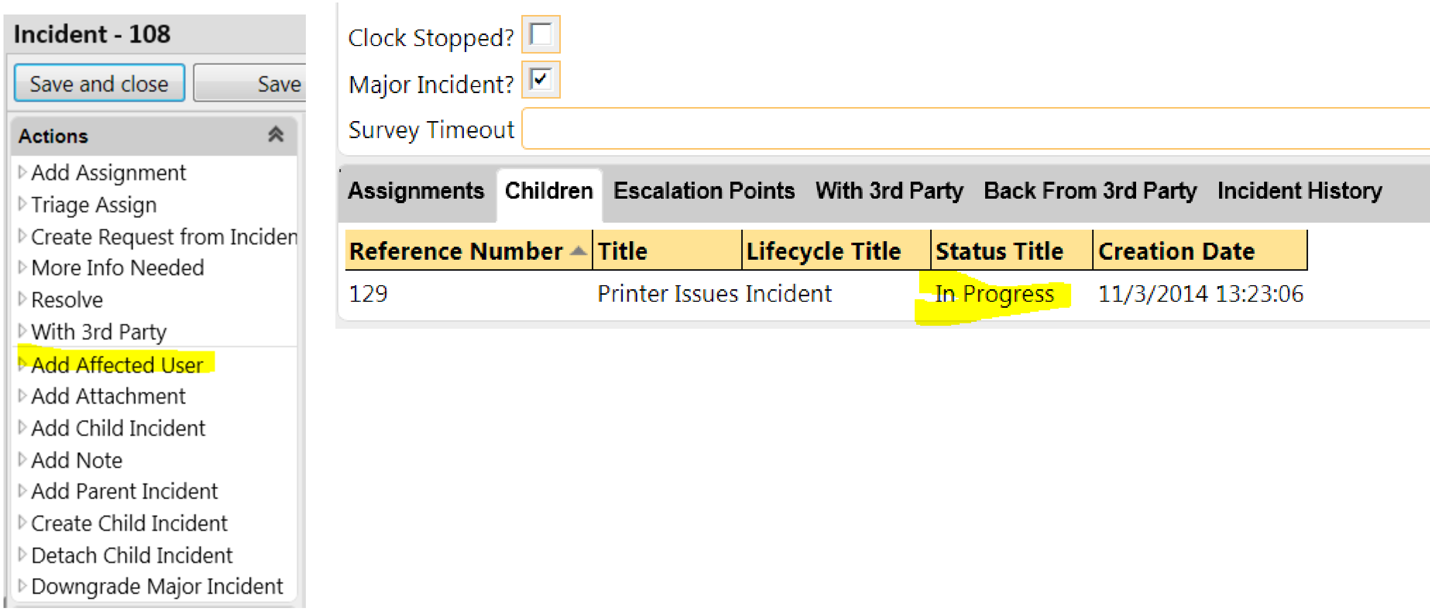
When you click on Add Child Incident, it opens a query with a list of all Incidents:
Add Open or In Progress to filter those tickets (so only open or In Progress tickets appear to be attached). (You should not be able to add closed or resolved incidents)





Reference Number	Title	Lifecycle Title	Status Title	Creation Date
122	I have a vdh application incident	OOTB Incident	Open	10/31/2014 08:34:56
129	Printer Issues	Incident	Open	11/3/2014 13:23:06
130	I have a vdh application incident	Incident	Open	11/3/2014 13:51:41
131	Outlook will not open	Incident	Open	11/3/2014 14:02:32
169	Error loging into intranet	Incident	Open	11/5/2014 13:27:18
171	Help!!	Incident	Open	11/6/2014 09:54:13
172	My Monitor isn't working	Incident	Open	11/6/2014 10:46:01
178	incident #3 -- add to major	Incident	Open	11/7/2014 08:50:55
187	My Siebel App wont come up	Incident	Open	11/7/2014 11:11:56
188	test support request	Incident	Open	11/7/2014 13:36:05

Click on the Incident that should be attached. You should get a popup that says **Action Executed Successfully**. You should now see it under the Children tab of the Major Incident. If the child was in Open status when added, the Status will change to In Progress (same as Major Incident), and the assignment will also change to the assigned analyst in the Major Incident:



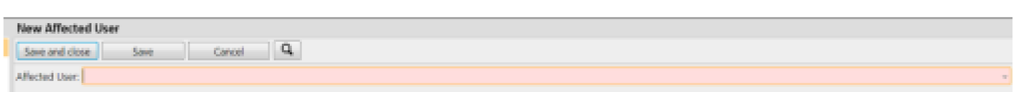
Adding a child ticket will move the child to In Progress status and assign it to the person/group assigned to the parent.
Notes will apply from the parent to all children.
Closing the parent will close all children.

Add Affected User

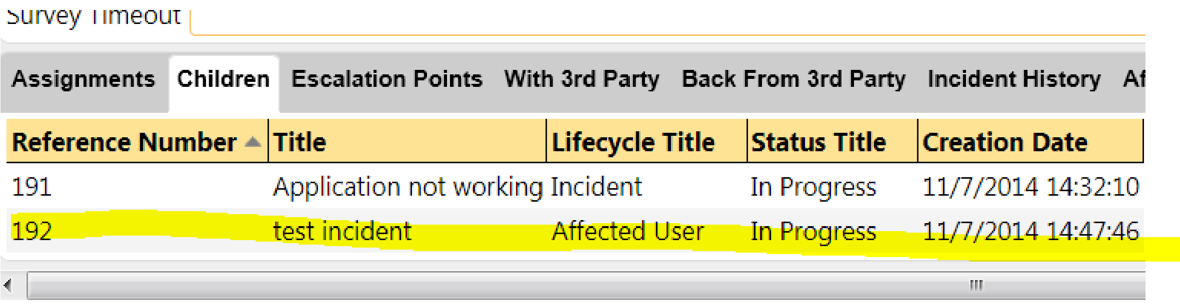
If other users call and report that they are also affected by this major incident, you can use the **Add Affected User** Action. This creates a separate incident in the background, and will attach the user's name to the major incident. Lifecycle will be "Affected User"
If More Info is needed, it will only email the one request you are in. For instance, you "More Information Needed" on the Major Incident, it will only email the requestor of the ticket you are asking for More Info, and not all others. However, when Major Incident is resolved, it will add resolution to all children and affected users and will send an email to all Children and Affected Users.

When you click on the Add Affected User, a new screen pops up where you can choose a user from the dropdown.

Choose a user, and then click on Save & Close



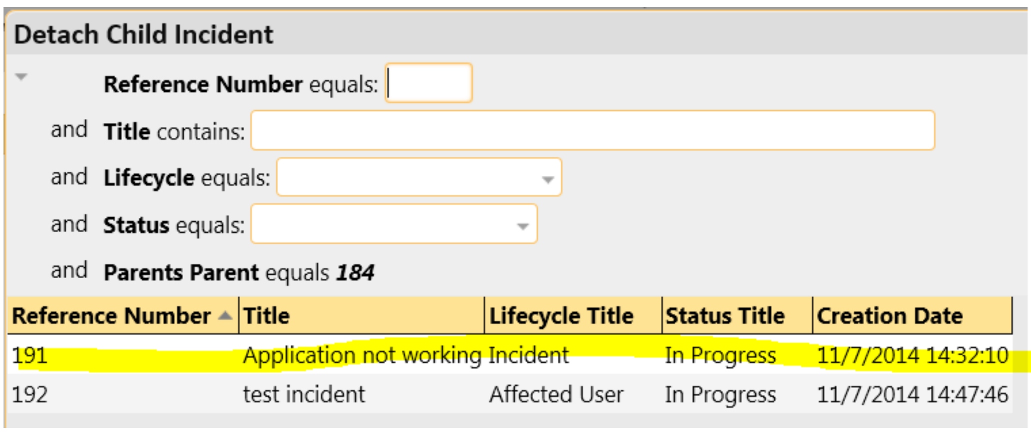
You will have a new "incident" with lifecycle title (Affected User).



Detach a Child Incident

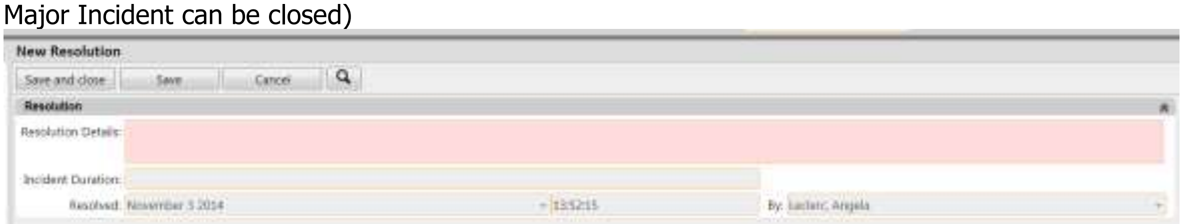
If you attached the wrong child to an incident, you need to click into your Major Incident, and click on Detach Child Incident.

When you click on "Detach Child Incident", a screen will pop up that only shows attached children to the Major Incident. Click on the Child you wish to detach. You will get an "Action Executed Successfully."



Resolve a Major Incident

When Major Incident is resolved, you click on the Major Incident. Click on Resolve and enter the resolution. This will also Resolve all children** attached to the Major Incident, and remove it from the Dashboard. Resolutions Details are mandatory (and will be copied to all children).
Note: If a **Task was created and attached to a Major incident -- Tasks need to be manually closed before the Major Incident can be closed)



NoticeBoard

Only the Service Desk can post notices to the Noticeboard. This should be anything we want to notify our users about that is "planned". Notices are also posted on our DII website.

- Scheduled maintenance
- Upcoming training
- Migration occurring

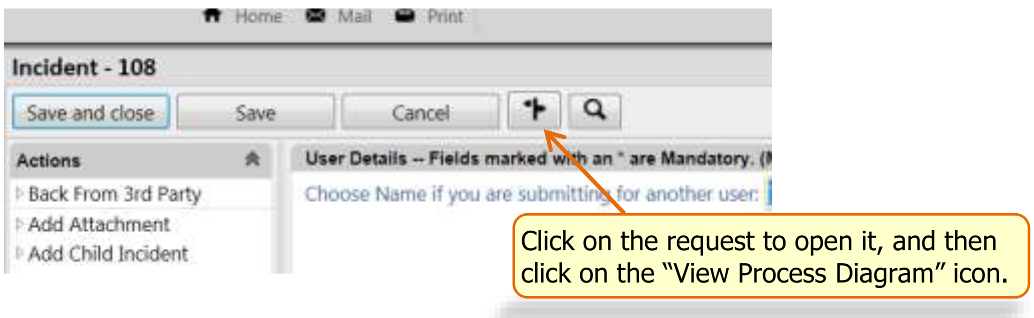
The following format is used:

Event:
Who:
When:
What (Service Affected):
Impact:
Contacts:

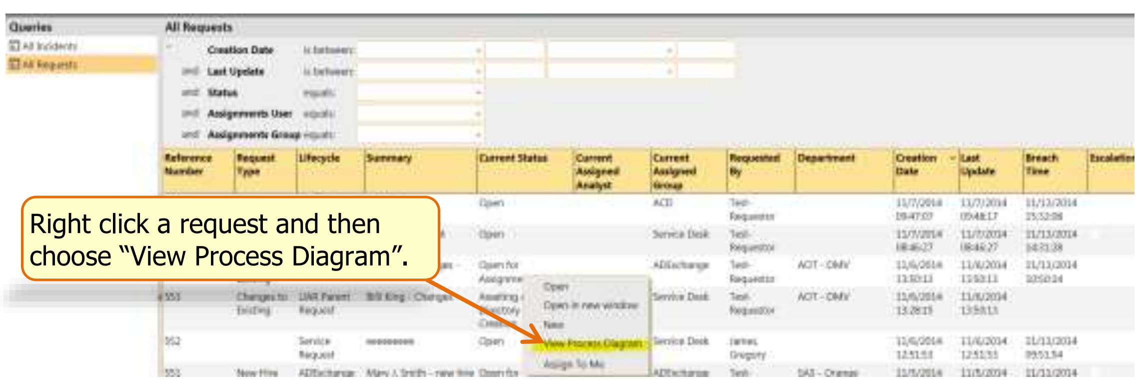
View Process Workflow Diagram

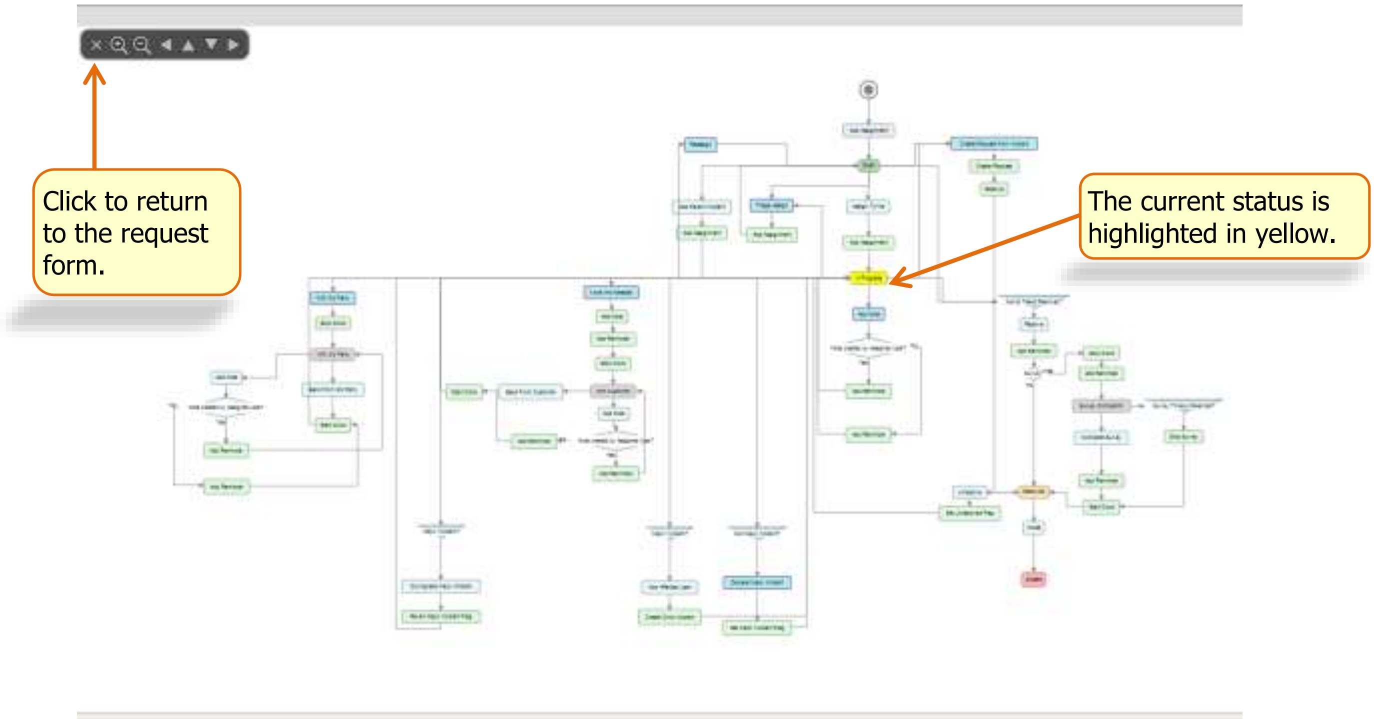
The process diagram is very helpful for an analyst to utilize to understand where and what the current status of the request is in. The diagram highlights in yellow the current status and also shows the genealogy of the request process. See sample on next page.

From Open ticket



Query view





SLA (Service Level Agreements) within LANDesk

The following should occur:

1) Request submitted by user – default is to medium priority (user does not choose priority)
2) Auto-acknowledgement to end user –
    a. By email notification –when Service Desk triages to group, or on Assign to me -- ticket # assigned. SLA clock is now ticking (resolution)
    b. On Assign to Me -- Change status of ticket (open to in progress)
3) SLA clock ticking for resolution (see tables below for Incident and Service Request)
    a. Escalation email sent to analyst/group assigned notifying Internal SLA timelines (at 50% of priority resolution time before internal SLA time)
    b. Color changes to blue.
    c. At 75% of Request fulfilled/resolution priority time, color changes to orange.
    d. At Breach, color changes to red, and email notification goes out to analyst's/group's supervisor that ticket has breached.

Incident:

Priority	**Published External - Resolution**
Critical	2 business days
Urgent	3 business days
High	5 business days
Medium	7 business days
Low	10 business days

Service Request:

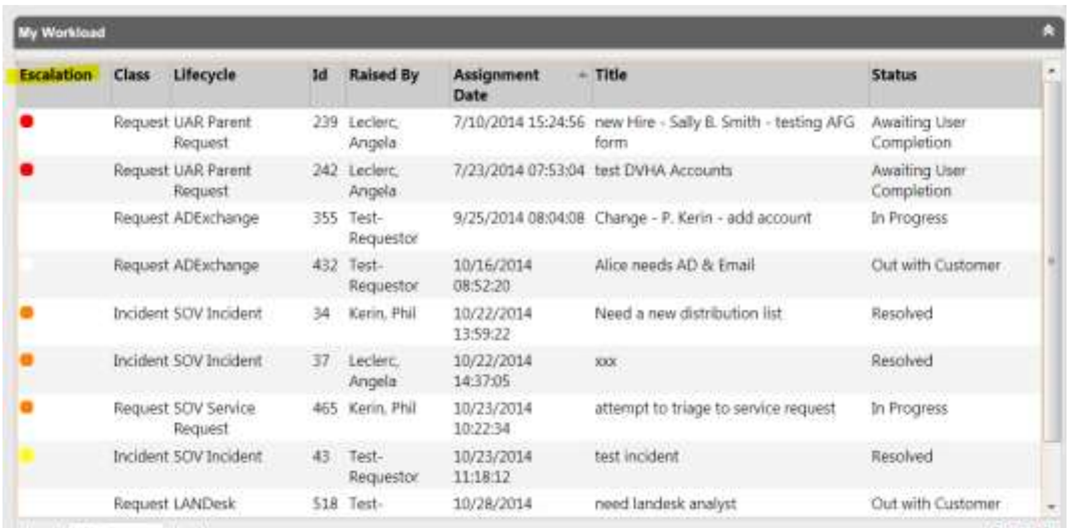
Priority	**Published External -- Request Fulfilled -- Resolution/ Completion**
Urgent	3 business days
High	5 business days
Medium	7 business days
Low	10 business days

SLA Ticket Information:


Ticket Information

Lifecycle: SOV Incident
Status: In Progress
Created: October 30 2014 09:14:31
Updated: October 30 2014 09:15:58
Breach Time: November 7 2014 12:44:31
Assign Count: 3
Unresolved?
Clock Stopped?
Major Incident?
* Group to Assign: Service Desk
* Priority: 4-Medium
By: Leclerc, Angela
By: Leclerc, Angela

SLA Dashboard escalation view:

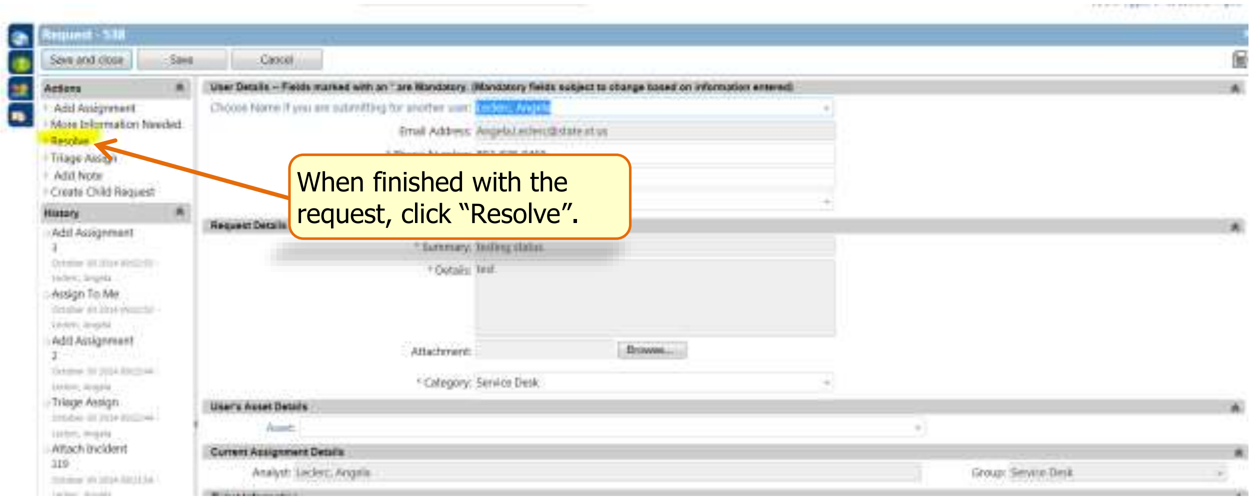

My Workload

Escalation	Class	Lifecycle	Id	Raised By	Assignment Date	Title	Status
	Request	UAR Parent Request	239	Leclerc, Angela	7/10/2014 15:24:56	new Hire - Sally B. Smith - testing AFG form	Awaiting User Completion
	Request	UAR Parent Request	242	Leclerc, Angela	7/23/2014 07:53:04	test DVHA Accounts	Awaiting User Completion
	Request	ADExchange	355	Test-Requestor	9/25/2014 08:04:08	Change - P. Kerin - add account	In Progress
	Request	ADExchange	432	Test-Requestor	10/16/2014 08:52:20	Alice needs AD & Email	Out with Customer
	Incident	SOV Incident	34	Kerin, Phil	10/22/2014 13:59:22	Need a new distribution list	Resolved
	Incident	SOV Incident	37	Leclerc, Angela	10/22/2014 14:37:05	xxx	Resolved
	Request	SOV Service Request	465	Kerin, Phil	10/23/2014 10:22:34	attempt to triage to service request	In Progress
	Incident	SOV Incident	43	Test-Requestor	10/23/2014 11:18:12	test incident	Resolved
	Request	LANDesk	518	Test-	10/28/2014	need landesk analyst	Out with Customer

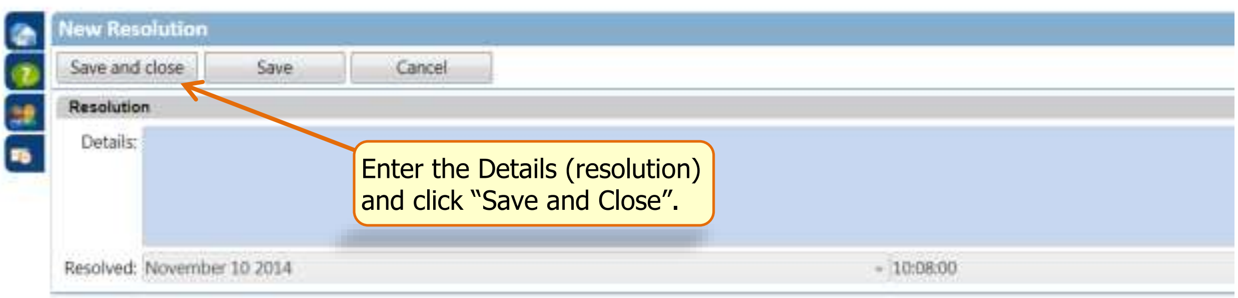
Escalations are based on Priorities – see tables above for resolution times for each priority.

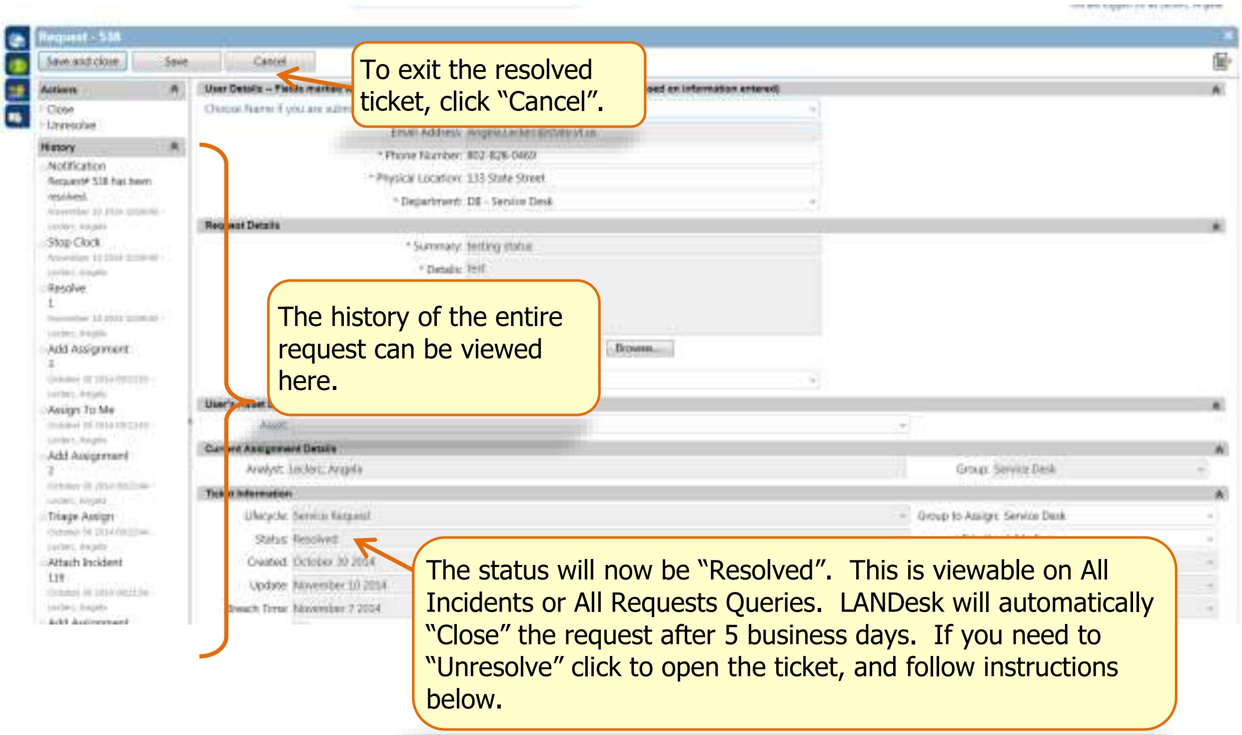
- Escalation email sent to analyst/group assigned notifying Internal SLA timelines (at 50% of priority resolution time before internal SLA time)
- At 75% of Request fulfilled/resolution priority time
- Ticket has BREACHED. You have not met the SLA.

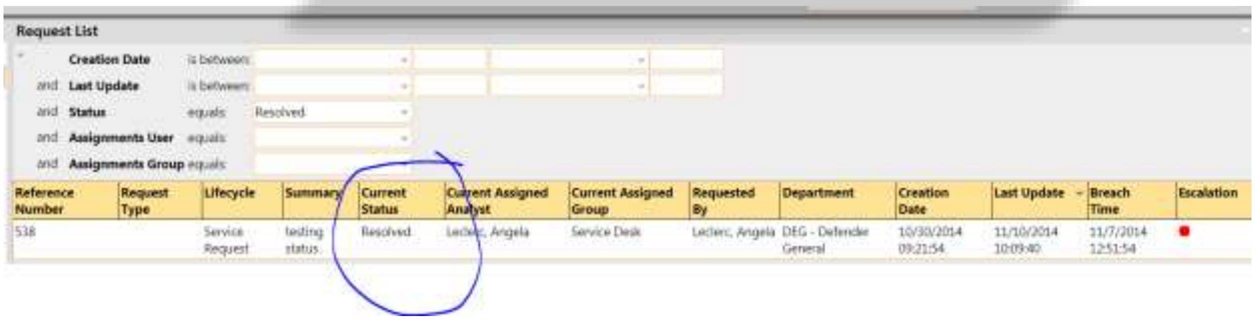
Resolve (Close) a Ticket



Resolution Details are required – please enter useful information as it will be stored for future reference.

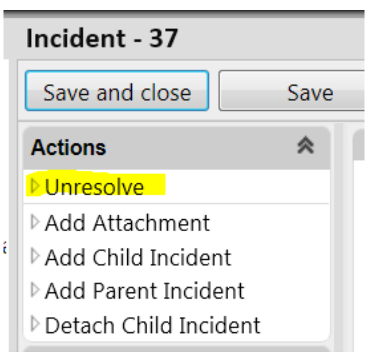






This is the query view in All Requests/All Incidents.

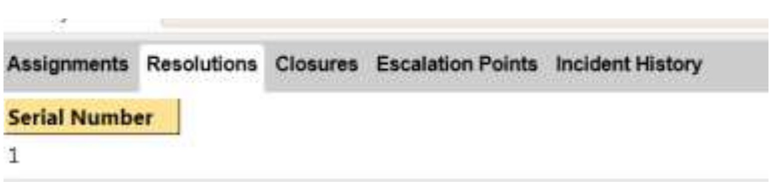
Unresolve (Reopen) a Ticket



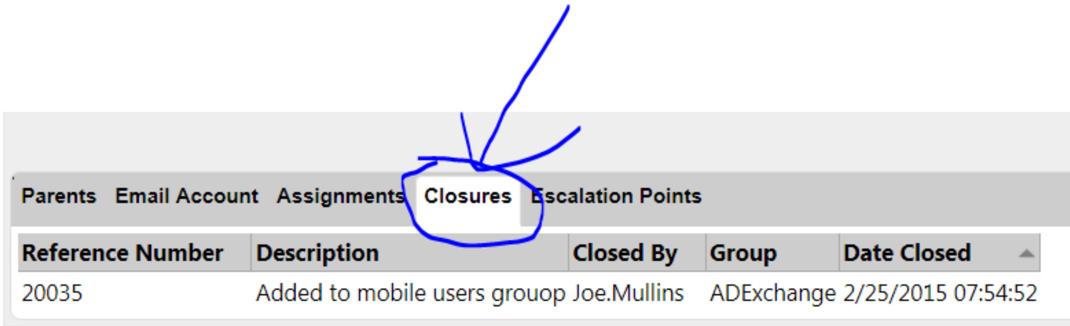
A "Resolved" ticket stays in the resolved status for 5 business days before actually closing. (LANDesk will automatically close). This allows the ability to "**Unresolve**" the issue or service request if the resolution is not accurate, and puts ticket back into the status of "In Progress" needs to be worked on again.

When in "Resolved" Status, a Resolutions tab will appear at the bottom of the ticket. You will also have a new "Closed" action. (You can closed at that time, but it will NEVER be able to be "unresolved".

Once a ticket is moved to "Closed" status, it cannot be reopened.



Closed tickets will have a Closures tab at the bottom of the ticket in which you can view the details typed when a ticket was closed. You would open the ticket you are interested in and then scroll to the bottom of the screen. Click on the word "Closures" and the description information will appear regarding that requests closing.

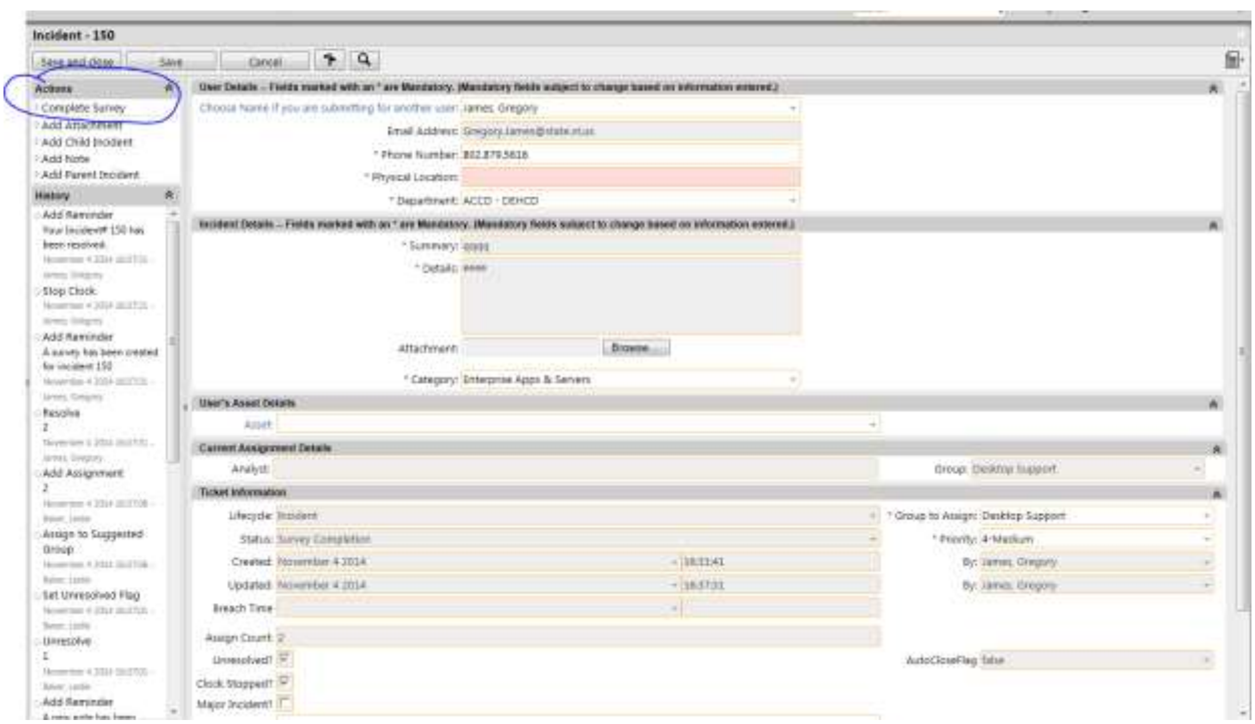


When LANDesk automatically closed the ticket, when you click on the closure, you will see this:

Survey Completion

Complete Survey is primarily for our end users – do not complete survey on yourself if you are the analyst. If you are a requestor, and another analyst performed the work, then okay to complete survey.
Otherwise, just cancel out of the screen or click on Save & Close.

Survey goes out 1 out of 1 incidents/service requests closed.

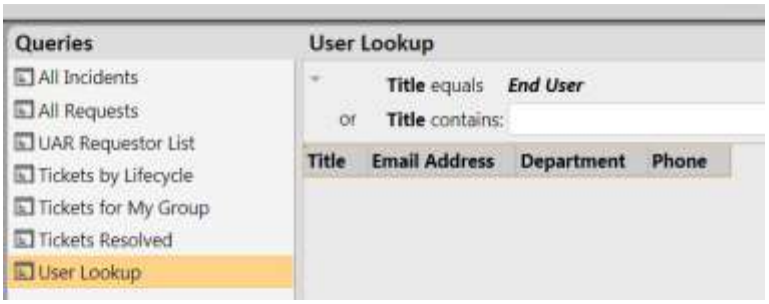


Queries (Reporting)

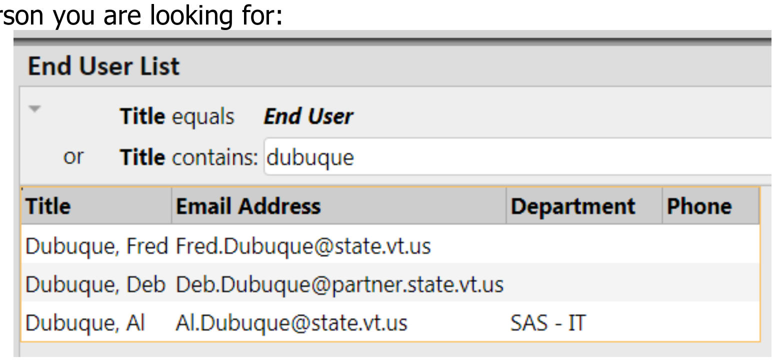
Since go-live, we have made a few queries to help analysts work on their tickets and search for information.

User Lookup Query

If you're looking up information on a user, their role, tickets they've submitted, this is the query to use. If the user's name did not get entered in the details, or summary, you will not be able to find it in the main search box (above). You should use this query instead.



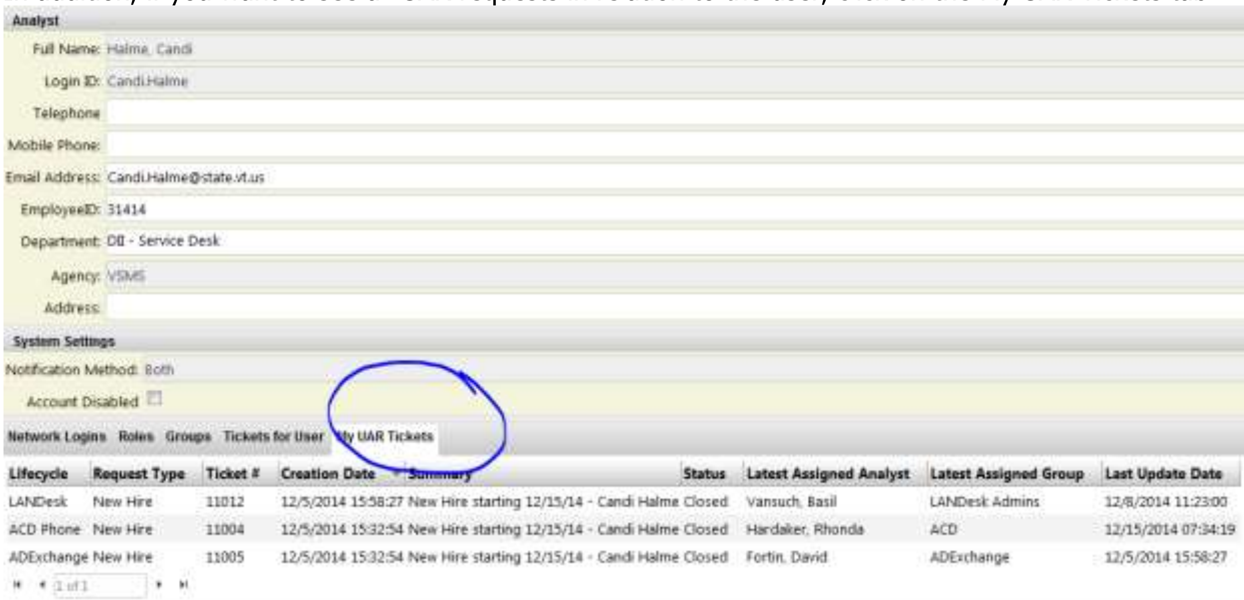
Type in the name of the person you are looking for:



Select the user:

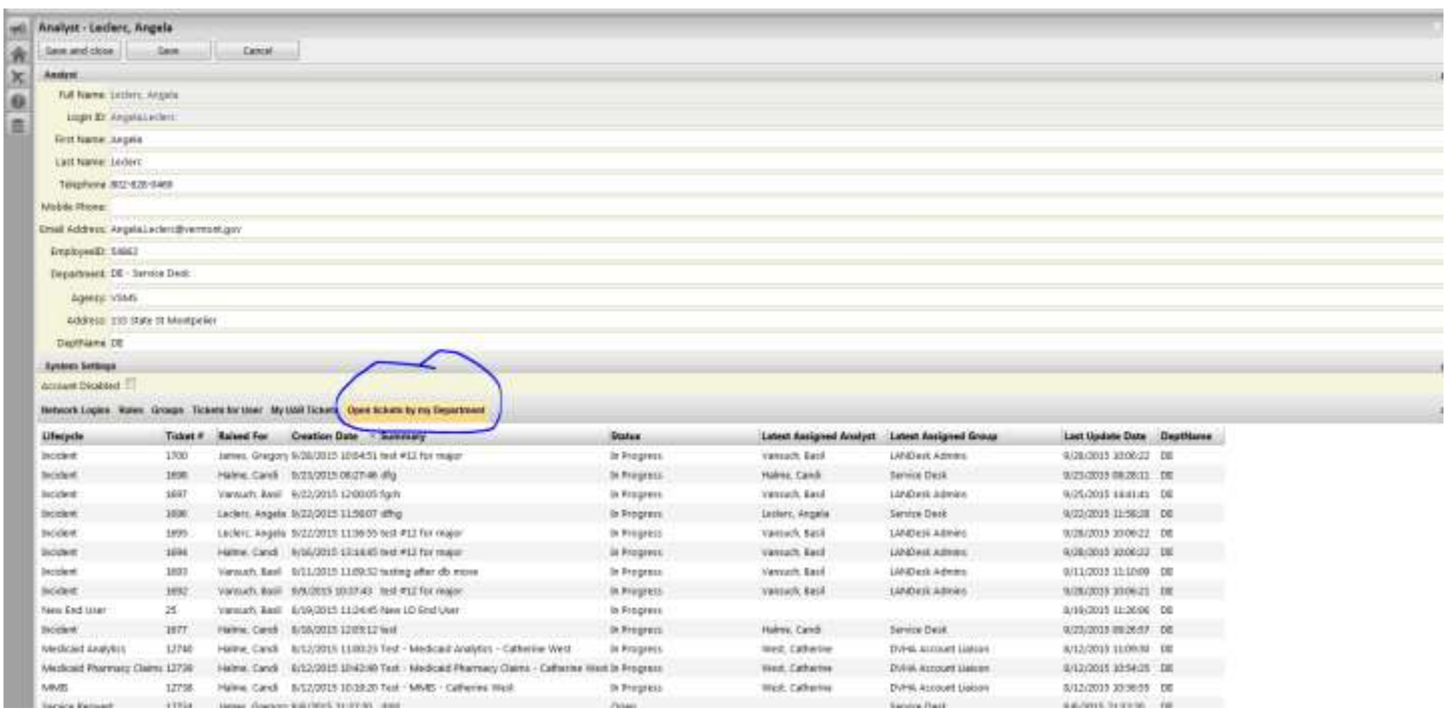
The query comes back with info on the user. The network login account they authenticate by, roles they are added to (requestor/approver/analyst), and finally Tickets for User. Tickets are sorted by creation date – most recent is at the top.

In addition, if you want to see all UAR requests in relation to the user, click on the My UAR Tickets tab.



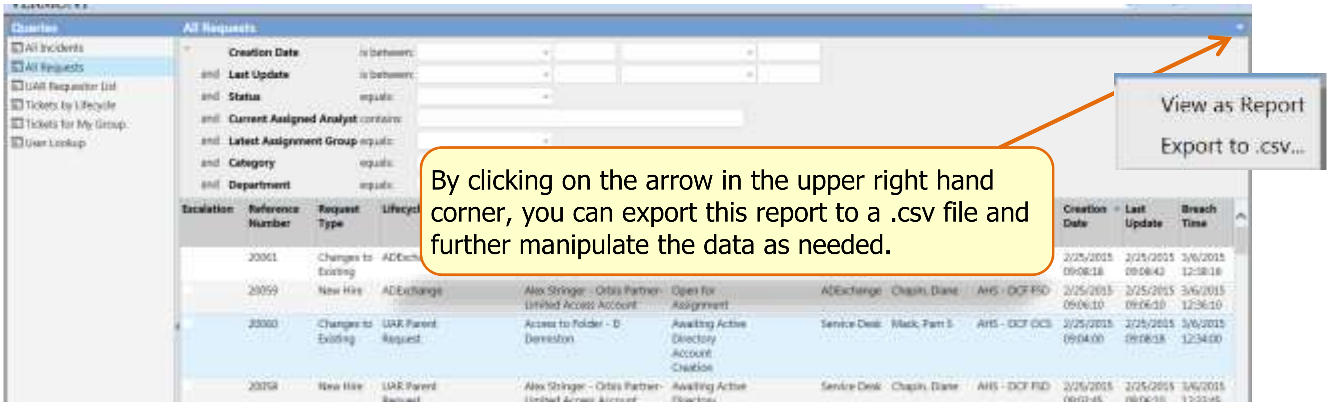
Open tickets in my department

By clicking on user details section (see above), it will take you to a new screen. If you click on the tab entitled "Open tickets for my department", it should report all tickets currently open for users in your department (this assumes that the information in Active Directory is correct and updated).



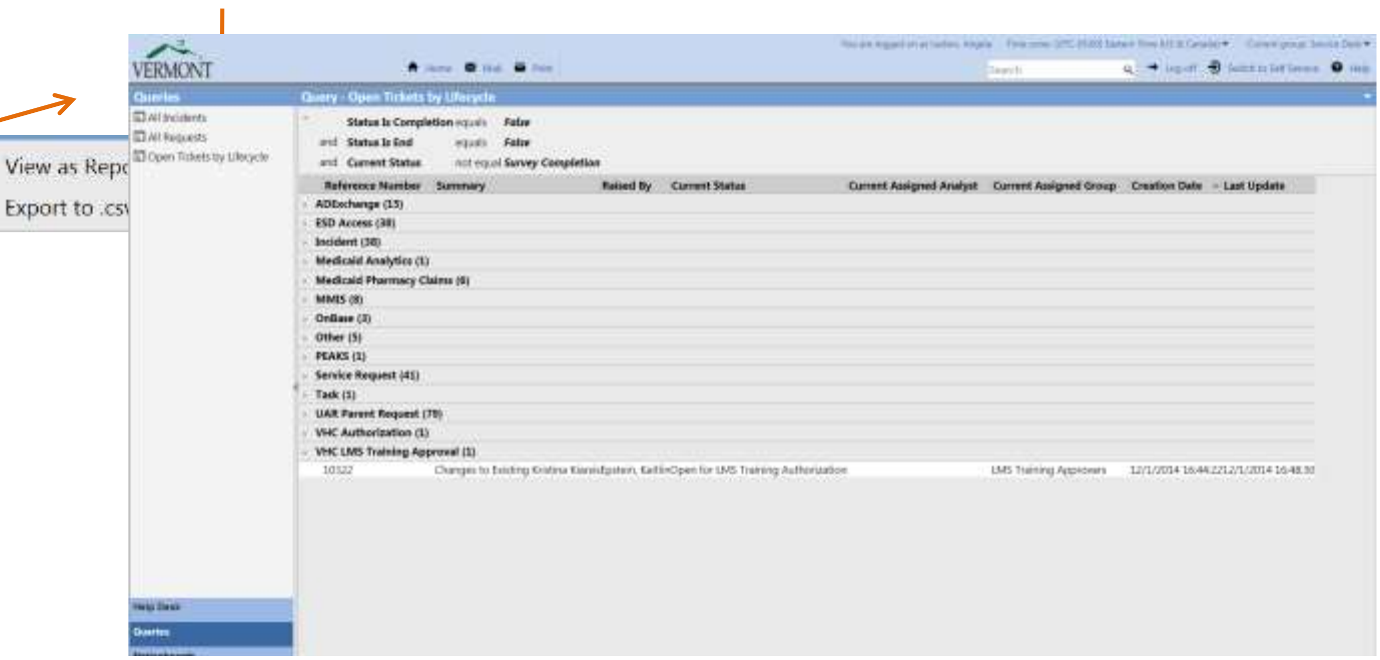
All Requests/All Incidents

The "<u>All Requests or All Incidents</u>" query allows you to perform searches for your analyst group, status, by date, etc. by filling in the top area using the drop downs. (You may need to press enter)



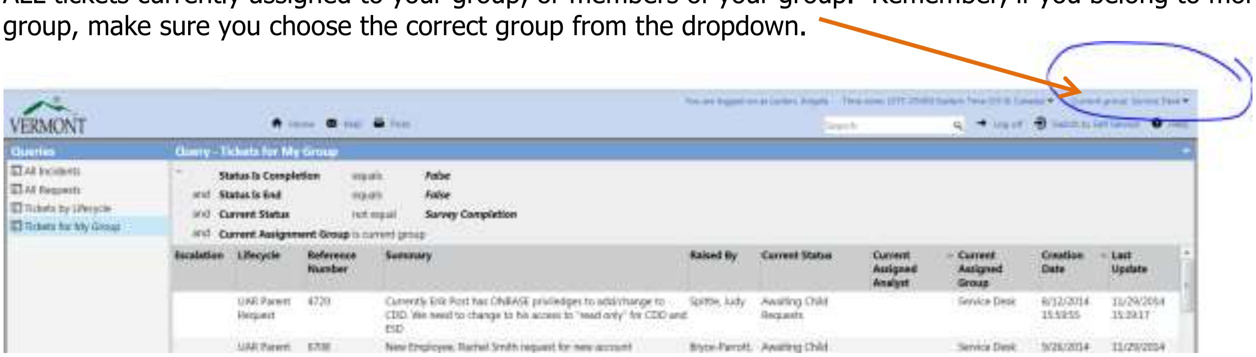
Tickets By Lifecycle Queries

Tickets by Lifecycle – sorts the open tickets by lifecycle (incidents, service requests, and UAR workflows)



Tickets for My Group Query

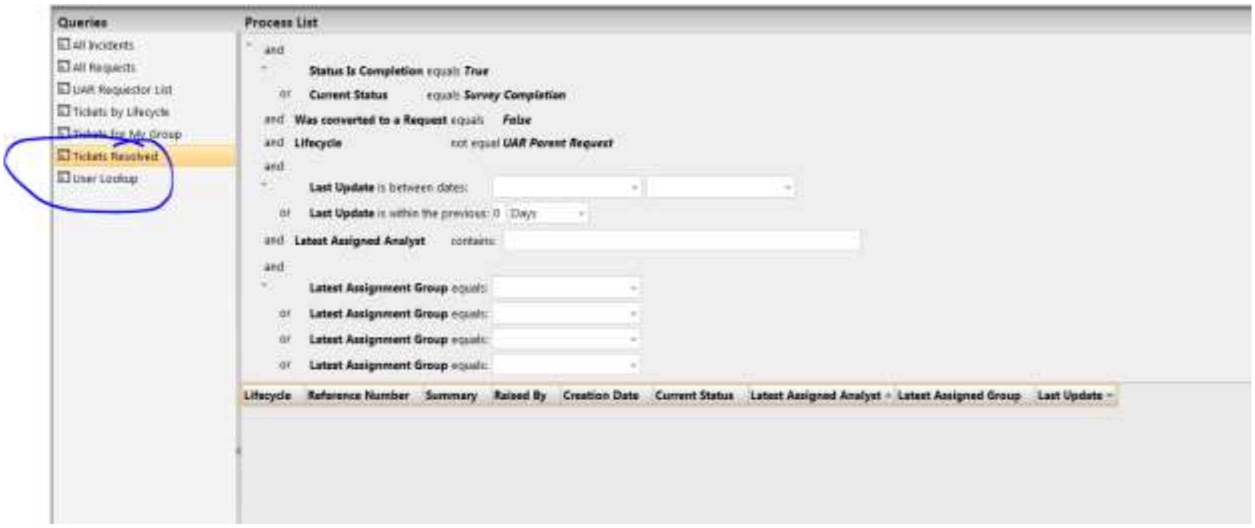
ALL tickets currently assigned to your group, or members of your group. Remember, if you belong to more than one group, make sure you choose the correct group from the dropdown.



Remember, if you want to go back to your Main Dashboard, click on the **Home** button.

Resolved Tickets Query

This allows you to run a query on resolved tickets across all lifecycles (Incidents, Requests, User Account Requests) by analyst, or groups within a specified time period.



Right click access to ticket

By right clicking on a ticket in a queue, you can display several quick actions which you can use without having to open the ticket.